

**THE GENERAL SERVICES OFFICE OF THE EMBASSY OF THE UNITED STATES IN
BOGOTA**

The U.S. Embassy in Bogotá has a requirement for cleaning services; all services should meet the following minimum requirements, meet or exceed the requirement:

IMPORTANT

- ⇒ Attachment MANDATORY
- ⇒ Must meet or exceed **ALL** requirements specify in this advertisement
- ⇒ Offer must be valid for six (6) months
- ⇒ We will only contact you if your offer was chosen

It is advisable to attach all mandatory documentation that supports your offer.

Important note: To submit your offer your company has to be already registered in SAM

PRICES SHOULD BE IN COLOMBIAN PESOS & DELIVERY PLACE IS IN BOGOTA

Please note that this is a combined synopsis/solicitation for a commercial item, prepared in accordance with the format FAR 12.6, as supplemented with additional information included in this notice. This announcement constitutes the only solicitation; offers are being requested and a written solicitation will not be issued. The solicitation number is PR9531511 - Janitorial and cleaning services Interim 6 month and is issued as a Request for Quotation. The solicitation/contract will include all applicable provisions and clauses in effect through FAC 2005-45 Items to be acquired as stated in the above list.

Offers are due by **November 15 of 2020 at 4:00 PM** via e-mail to riveras@state.gov. All responsible sources may submit an offer that shall be considered.

If there are any questions regarding please write to riveras@state.gov.

NOTE: 30 calendar day payments will be made upon receipt and acceptance of delivery.

INTRODUCTION

The United States Embassy Bogotá requires janitorial and cleaning services for properties owned or managed by the United States Government as official office and operational space for the Mission in Bogotá, Colombia. The contractor shall perform janitorial and cleaning services in all designated spaces including, but not limited to, offices, workstations, conference rooms, restrooms, cafeterias, breakrooms, medical unit, storage areas, entranceways, lobbies, elevators, stairways, exterior driveways and walkways, patio areas, as well as in Controlled Access Areas (CAA), when escorted by RSO cleared personnel. All contractor personnel must be capable of obtaining a security clearance by the Regional Security Office (RSO) of the U.S. Embassy prior to gaining access to the compound to perform tasks under the contract. The contractor shall provide biographical information for each employee performing under the contract, as defined by the RSO.

The areas to receive janitorial services within the U.S. Embassy Bogota properties to include:

- Chancery Building 8,555 sq.mts.
- NOX Building 5,225 sq.mts.
- Main entrance + Visa patio 2,500 sq.mts.
- Grounds + Service entrance 60,000 sq.mts.
- Gym/Mil-Gp building 1,250 sq.mts.
- Services building 2,200 sq.mts.
- FAC building 805 sq.mts.
- Warehouses 4,350 sq.mts.
- INL 1,475 sq.mts.

The contractor shall provide cost estimates based on square meters for each location as well as indicate the number of staff it proposes to perform tasks for each location. (See Exhibit A for a breakdown of the locations and the square meters to covered under this contract).

The contractor shall be responsible for providing all personnel – administrative, managerial, and direct labor to perform cleaning services under the contract. The U.S. Embassy shall provide cleaning products, expendable materials and the equipment to be used by the contractor. The contractor shall monitor the proper use of these products and materials and establish controls to optimize its consumption. The contractor will have access to the designated spaces Monday through Saturday, except for recognized Colombian and U.S. holidays, as identified Addendum to contract Clauses- 652.237-72 The contractor shall provide an on-site manager with a level 3 English capability; this person shall be responsible for the day-to-day oversight and inspection of the labor force and will be the liaison with the Contracting Officer's Representative (COR). The supervisor shall have sufficient English language skill to be able to communicate with members of the U.S. Government staff.

For this contract the COR is a representative from the Facilities Management Office.

The contract type is a fixed priced delivery contract. The contract will be for an initial base year (twelve -12- months) and four (4) one-year option periods.

1. SCOPE OF WORK

The purpose of this fixed price contract is to obtain janitorial services for real property owned or managed by the U.S. Government at ***U.S. Embassy Bogota, Colombia***. The Contractor shall perform janitorial services in all designated spaces including, but not limited to halls, offices, restrooms, work areas, entrance ways, lobbies, storage areas, elevators and stairways. The contract will be for a one six month period from the date of the contract award.

The Contractor shall furnish all managerial, administrative, and direct labor personnel that are necessary to accomplish the work in this contract. Contractor employees shall be on site only for contractual duties and not for other business purposes.

1.1 General Instructions

The Contractor shall prepare general instructions for the work force. The Contractor shall provide drafts to the Contracting Officer's Representative (COR) for review within thirty days after contract award. The Contracting Officer's Representative must approve these general instructions before issuance.

The contractor shall be responsible for employing qualified personnel with relevant experience to perform professional-cleaning services as described under this contract.

The Contractor shall maintain discipline at the site and shall take all reasonable precautions to prevent any unlawful, riotous or disorderly conduct by contractor's employees. The Contractor shall preserve peace and protect persons and property on site. The Government reserves the right to direct the Contractor to remove an employee from the worksite for failure to comply with the standards of conduct. The Contractor shall immediately replace such an employee to maintain continuity of services.

1.2 Duties and Responsibilities

The contractor shall professionally clean the designated property.

The contractor is responsible for any damage caused to the assets and property in the cleaning process, and/or because of excess moisture left in any of the areas mentioned above after cleaning, and/or the use in excess of stain removers or special products that might cause a deterioration or change of color to the materials of finishes.

General cleaning shall not disturb or damage any fixed property (including light fixtures, baseboards, painted walls, wood built-ins and cabinets). The contractor shall protect them, and if removed, return such property to its original position.

The contractor shall move and return furnishings (such as furniture, cabinets) to their original positions after completion of floor or carpet cleaning. The contractor shall clean all the areas and have them free of litter and debris.

Contractor's staff will strictly follow all Embassy notices and policies that may have an impact in their work.

1.2.1 Certain areas listed in paragraph #3 require an escort and can only be entered during approved scheduled times. The General Instructions shall emphasize security requirements so that accidental security violations do not occur which would constitute a performance issue under the contract Quality Assurance Surveillance Plan (QASP).

1.2.2. Contractor shall schedule routine cleaning requirements to ensure that these are done in the order and time frame that are most efficient and have the least impact on normal operations. They are to be performed on a daily basis.

1.2.3. Contractor shall schedule periodic cleaning requirements so that it causes minimal disruption to the normal operation of the facility. The COR shall determine the schedules presented which meet the needs of the individual facility. The contractor shall provide to the COR the intervals for periodic cleaning, the locations, and the type of cleaning that will be conducted under this requirement. To the extent practicable, cleaning of office spaces should be performed minimizing the disruption to the section, before, or after normal business hours (8:00 a.m. to 5:00 p.m.). Cleaning of offices is to occur, at a minimum, daily, and cleaning of restrooms, at a minimum of three times per day.

At least two (2) of the workers assigned to the contract shall have valid fall arrest training – advanced level - as required by local law (certificado para trabajos en alturas – nivel avanzado). These employees will be assigned those specific tasks that require cleaning services in areas where the use of ladders / scaffolding is necessary: warehouse shelving, cabinets, tall shelves, lintels, tall frames, poles, etc.

Workforce shall include employees capable of manually lifting loads of at least 20 kilograms and moving equipment, carts and boxes within the compound.

1.2.4. Temporary Additional Services are services that are defined as Standard Services but are required at times other than the normal workday. These services shall support special events at the Post, such as Halloween, 4th of July events, etc. . The Contractor shall provide these services in addition to the scheduled services specified in this contract. The COR shall order these services as needed basis. This work shall be performed by Contractor trained employees, and shall not be subcontracted. TAS services may not be subcontracted. The COR may require the contractor to provide TAS within 24 hour advance notice.

The Contractor shall include in its next regular invoice details of the temporary additional services and, if applicable, materials, provided and requested under temporary additional services. The Contractor shall also include a copy of the COR's written confirmation for the temporary additional services.

In the event of an accident or illness, hazardous material containment kits are available and all contractor employees will be required to know how to use them to contain the release of liquids.

1.2.5 The contractor is responsible for cleaning and disinfection services in the Medical Unit. Personnel assigned to this area shall have proper training and PPE. The US Embassy, through the Medical Unit, offers training and vaccines. This area shall be cleaned on a daily basis but in case there is a spill or fluids need to be cleaned, this service shall be provided immediately once notified by the Medical Unit personnel.

The contractor shall designate at least six (6) workers that will be trained and vaccinated by the Medical Unit and will be rotated within this area to perform the mentioned services.

Personal protective equipment for the specific tasks related to the Medical Unit janitorial services will be provided by the United States Embassy Bogota through this office. Contractor will comply with the controls and procedures established by the Medical Unit.

1.2.6 Hazardous waste from the Med Unit is stored in appropriate bags or containers. The Medical Unit is responsible for transporting this waste to the temporary disposal site while it is delivered to the specialized company in charge of giving it final treatment. The janitorial contractor will follow guidelines regarding the waste manipulation in this unit.

1.2.7 The contractor is required to use pre-approved, US Government supplied materials. The contractor may suggest the use of cleaning products to the COR. Suggestions shall be delivered in writing to the COR and have an appropriate justification.

1.2.7.1 The United States Embassy Bogota will supply personal protective equipment as required for the tasks performed in the government facilities. PPE will be used exclusively for work performed under this contract by the contractor's workers. Personnel will be responsible for the proper use and care of the PPE assigned and will comply with the controls established by the Embassy.

1.2.7.2 Safety data sheet (SDS) are available for the cleaning products. The contractor shall follow the products safety precautions, recommendations, and guidelines for use. The COR shall be able to inspect the equipment, procedures and materials and will determine if they are acceptable for use.

1.2.7.3 When not in use, all cleaning products and cleaning equipment shall be properly stored in the designated rooms and areas. The Contractor is responsible for the custody of the equipment and the supplies assigned to the contract.

1.2.8 Contractor employees will be allowed to use the designated locker rooms and day lockers. All rooms and areas will be kept in order. The COR and other Embassy personnel (RSO, Management, FAC) shall be able to inspect the rooms at any time.

1.2.8.1 Individual cooking appliances such as coffee pots, water kettles and microwaves are not allowed in the locker rooms or utility rooms.

1.2.8.2 A workstation will be provided for the use of the contract supervisor.

1.2.9 The contractor will keep under his care the Embassy equipment assigned to this contract – See equipment list – Exhibit C. The contractor must only use the equipment for the approved tasks and following the manufacturer's instructions.

1.2.9.1 GOP Equipment shall only be used in the Embassy facilities. Under no circumstances, the contractor may use the equipment and materials supplied in areas not covered in this contract.

1.3 Types of Services

Standard Services shall include the following work:

1.3.1 Daily Cleaning Requirements shall consist of:

1.3.1.1 Sweeping or vacuuming all floor areas including damp mopping of areas such as tile, linoleum, and marble floors and staircases and public areas. Floors shall be free of dust, mud, sand, footprints, liquid spills, and other debris. Chairs and trash receptacles, and easily moveable items shall be tilted or moved to clean underneath. The frequency may be higher than once per day when it is rainy. When completed, the floor and halls shall have a uniform appearance with no streaks, smears, swirl marks, cleaning product residue, or any evidence of remaining dirt or standing water

1.3.1.2 Dusting and cleaning all furniture including desks, chairs, credenzas, computer tables, telephone tables, bookshelves with or without glass doors, coat racks, umbrella stands, pictures, maps, telephones, computers and CRT screens, lamps and other common things found in an office environment. All furniture shall be free of dust, dirt, and sticky surfaces and areas. When completed, the furniture, equipment, paperwork, a personal items shall be returned to their original location .

1.3.1.3 Vacuuming all clean rugs and carpets, runners, and carpet protectors so that they are free from dust, dirt, mud, etc. When completed, the area shall be free of all litter, lint, loose soil and debris. Any chairs, trash receptacles, and easily moveable items shall be moved to vacuum underneath, and then replaced in the original position.

1.3.1.4 Thorough cleaning of toilets, bathrooms, mirrors, and shower facilities, using suitable non-abrasive cleaners and disinfectants. All surfaces shall be free of grime, soap scum, mold, and smudges. The Contractor shall refill paper towels, toilet paper, and soap in all bathrooms. Trash receptacles in the toilet stalls and bathrooms shall be emptied, at a minimum, three times per day. The contractor shall check those areas used by personnel visiting the Chancery, at a minimum, three times daily to ensure that the facilities are always clean and neat. The contractor shall keep a control form in each bathroom to monitor the work.

1.3.1.5 Emptying all wastepaper baskets, ashtrays and washing or wiping them clean with a damp cloth, replacing plastic wastepaper basket linings and returning items where they were located.

1.3.1.6 Cleaning of glasses, cups, and coffee services in conference facilities and in the Ambassador's office area. The Contractor shall clean the items in hot soapy water and rinse, dry and polish so that a presentable appearance is maintained.

1.3.1.7 Removing any grease marks or fingerprints from walls, doors, door frames, radiators, windows and window frames, glass desk protectors, reception booths and partitions.

1.3.1.8 Removing trash to designated area as directed by the COR, and keeping trash area in a reasonably clean condition.

1.3.1.9 Sweeping and/or power-washing debris from walkways, driveways, and entryways at Post 1, Post 2 and patios during appropriate climatic and water use conditions. These services shall be provided by the contractor, at a minimum, twice per month.

1.3.1.10 At the end of each workday or as required, all recycling collection containers shall be sorted and the recycling materials placed in the appropriate area of the Recycling Center or in the trash collection facility.

1.3.1.11 All discarded material, parts, waste, etc. belongs to the Embassy and it is the government who determines its final disposition. The contractor's employees are not authorized to dispose of anything found in the trash. If something of value is found in the garbage, it is the obligation of the contractor to deliver it to the COR or whoever he or she designates.

1.3.1.12 Sweeping debris from the immediate exterior entrance walkway for each building to ensure building entrances maintain a neat clean appearance.

1.3.1.13 All surfaces within the kitchenettes such as sinks, countertops, cupboards, exterior of appliances and the interior of the microwave oven shall be wiped down and sanitized daily.

1.3.1.14 Washing all interior and exterior windows located in the entrance lobbies (Post 1 & Post 2) of the Chancery Office Building. When completed the windows surfaces shall be free of smudges, lint, or streaks.

1.3.2 Periodic Cleaning Requirements are those services that the contractor is not expected to perform on a daily basis, but instead at intervals, approved by the COR, to achieve appropriate cleanliness and appearance, and shall consist of:

1.3.2.1 Polishing all brass surfaces including door and window handles, plaques.

1.3.2.2 Dusting tops of tall furniture, tops of picture frames and areas not covered in daily dusting.

1.3.2.3 Spot cleaning baseboards and walls.

1.3.2.4 Stripping, waxing and polishing floors, on a schedule. .

1.3.2.5 Shampooing (small area spot clean; as needed) carpets.

1.3.2.6 Dusting window sills and blinds.

1.3.2.7 Cleaning shutters as required.

1.3.2.8 Sweeping and washing terraces and balconies to remove all accumulated dirt and debris as needed.

1.3.2.9 BBQ / Pavilion Area: cleaning and degreasing BBQ grills, sinks and counters. Clean and mop floors. Clean furniture and tables.

1.3.3 Monthly Cleaning Requirements shall consist of:

1.3.3.1 Cleaning major appliances, exterior of office equipment/machines such as copiers, faxes, digital senders, refrigerators, and microwave ovens inside and out including vacuuming dust from around motor areas.

1.3.3.2 Wiping window blinds with a damp cloth to ensure that all smudges are removed.

1.3.3.3 Cleaning inside window glass and sash of smudges and accumulated dirt.

1.3.3.4 Moving all furniture and vacuuming or polishing the floor under the furniture as appropriate.

1.3.3.5 Emptying, cleaning and sanitizing the interior of all kitchenette refrigerators.

1.3.3.6 Cleaning and polishing stone flooring. When completed, the floors shall be shiny and free of all accumulated dirt.

1.3.3.7 Washing all exterior windows in the first floor level of all the Embassy Compound

Buildings.

1.3.4 Quarterly Cleaning Requirements shall consist of:

1.3.4.1 Washing the outsides of the windows. When completed the windows shall be free of smudges, lint, or streaks from the surfaces.

1.3.4.2 Removing and washing window blinds.

1.3.4.3 Shampooing the entire surface of carpets in the high traffic areas, including hallways, conference rooms, and entrances.

1.3.4.4 Cleaning and sanitizing the trash holding area.

1.3.4.5 Dusting and wiping light fixtures and chandeliers. When completed, the light fixtures shall be free from bugs, dirt, grime, dust, and marks.

1.3.5 Semi-Annual Cleaning Requirements shall consist of:

1.3.5.1 Stripping wax coats, spot checking sealer coats, and completely reapplying wax coats.

1.3.5.2 Stripping wax coats and seal coats to the bare floor surface; cleaning the bare surface, and reapplying a seal coat.

1.3.5.3 Cleaning all chandeliers and light fixtures using appropriate methods to restore the original luster to the fixtures. This will include ensuring that all crystal reflectors are individually washed.

1.3.6 Annual Cleaning Requirements shall consist of:

1.3.6.1 Shampooing carpets in all areas

1.3.6.4 Washing the walkway glass cover next to the Services and Gym/Mil-Gp Buildings. The work includes the glass cover and the metal structure. When completed the glass shall be free of smudges, lint, or streaks from the surfaces.

1.4 Controlled Access Areas (CAA) and Escorts:

1.4.1 Approximately 20 percent of the Chancery Office Building and NOX is considered Controlled Access Areas (CAA). Cleaning crews must be escorted at all times when inside a CAA. The maximum number of cleaning staff in the CAA at any one time is defined by the RSO.

1.4.2 Cleaning schedule of the CAA will take place in accordance with the following schedule.
Executive Suite: Daily cleaning will be performed between 07:00 and 08:00 under the escort of a cleared American escort.

CAA common areas and offices: Daily cleaning will take place between 07:00 and 10:00 under the escort of a cleared American escort.

1.4.3 In addition to the daily cleaning schedule, areas within CAA will be spot checked under the escort of a cleared American escort.

1.4.4 All periodic, monthly, quarterly and semi-annual clearing requirements of CAA will be completed under a schedule agreed upon between the contractor and the COR.

1.5 Health Unit

1.4.1 Prior to cleaning the Health Unit all contracted employee must attend a training to review the best business practices associated with cleaning task within a health care facility.

1.4.2 Housekeeping: The workplace must be kept clean and sanitary. Contaminated work surfaces must be decontaminated with a disinfectant upon completion of procedures or when contaminated by splashes, spills, or contact with blood or other potentially infectious materials. Work surfaces shall be disinfected at the end of the work shift if the surface may have become contaminated since the last cleaning. Waste cans and pails must be inspected and decontaminated on a regularly scheduled basis. Broken glass shall be cleaned up by mechanical means, such as with a brush or tongs; never pick up broken glass with hands, even when wearing gloves.

1.4.3 Handling and disposal of regulated waste other than sharps – (see Appendix A, Medical Waste Policy, State 279504, 21 Aug 90) Regulated waste shall be placed in closable, leak proof, puncture resistant, autoclavable plastic bags which are red or labeled BIOHAZARD. Such waste should be incinerated or decontaminated by autoclave or by chemical disinfection. Decontaminated waste can then be disposed of as general trash.

1.4.4 Cleaning procedures for spills of blood or other potentially infectious materials:

- Suitable gloves should be worn.
- Use of mechanical device such as forceps to pick up pieces of glass or other particulate matter. Place these materials directly in the appropriate bag or container used for contaminated sharps or regulated waste.
- Carefully remove the body fluids from the spill surface with gauze sponges. When each sponge is saturated replace it with a new one. Do not wring out the fluid. All soiled sponges should be placed in the regulated waste container.
- Once the body fluids have been removed from the area, apply an EPA approved chemical “sterilant,” or bleach solution to decontaminate the area. If a bleach solution is used, it can be prepared by mixing three tablespoons (45 ml) of standard five percent household chlorine bleach to one gallon (3.84 liters) of water (600 PPM). Do not use bleach solution on carpet. Bleach solution should be made fresh for each use. Once mixed, this bleach solution will deteriorate and cannot be reused.

1.4.5 Training and vaccination

Contracted employees working within the Health Unit will be offered training and a Hepatitis B vaccine if required by the contractor or desired by the employee.

Once training has been completed, and within 10 working days of initial assignment, Hepatitis B vaccination shall be made available to all employees who have occupational exposure to blood or other potentially infectious materials. No vaccine is needed if:

- the employee has previously received the complete hepatitis B vaccination series;
- or antibody testing reveals that the employee is immune (antibody against HBsAG or anti-HBs titer is 10 or greater milli-international units per milliliter of blood);
- or if the vaccine is contraindicated for medical reasons.

If the employee initially declines hepatitis B vaccination but at a later date, while still covered under the contract, decides to accept the hepatitis B vaccine, the vaccine shall be provided at that time. Should a booster dose(s) be recommended at a future date, such booster dose(s) shall be provided according to standard medical practice.

The employee shall not be made to participate in an antibody-prescreening program as a prerequisite to receiving the hepatitis B vaccination. This vaccine shall be provided at no cost to the employee.

Employees who decline to accept hepatitis B vaccination MUST sign a declination statement which shall be retained in that employee's confidential medical record.

2.0 MANAGEMENT AND SUPERVISION

2.1 The Contractor shall designate a representative who shall be responsible for on-site supervision of the Contractor's workforce at all times. This supervisor shall be the focal point for the Contractor and shall be the point of contact with U.S. Government personnel. The supervisor shall have sufficient English language skill to be able to communicate with members of the U.S. Government staff. The supervisor shall have supervision as his or her sole function.

2.2 The Contractor shall maintain schedules. The schedules shall take into consideration the hours that the staff can effectively perform their services without placing a burden on the security personnel of the Post. For those items other than routine daily services, the Contractor shall provide the COR with a detailed plan as to the personnel to be used and the time frame to perform the service.

2.3 The Contractor shall be responsible for quality control. The Contractor shall perform inspection visits to the work site on a regular basis. The Contractor shall coordinate these visits with the COR. These visits shall be surprise inspections to those working on the contract.

2.4 The contractor shall control overtime through efficient use of the work force. Individual work schedules shall not exceed forty-eight 48 hours per week to preclude overtime being part of the standard services provided under the contract. Overtime may be necessary under the Temporary Additional Services provision. All overtime shall be approved in advance and authorized by the COR, in writing. Failure to obtain the required pre-approval from the COR shall result in the contractor forfeiting payment for services rendered.

3.0 LOCATIONS FOR JANITORIAL SERVICES

All standard services are to be delivered on regular Embassy working days.

LOCATIONS AND TIMES FOR JANITORIAL SERVICES				
All standard services are to be delivered on regular Embassy work days.				
Line Item	Location	Estimated Area (m2)	Description	Escort
1	CHANCERY Building	8555	4 CAA (7:00–16:00) + 6 NCAA (6:00 – 15:00)	
	1 st Floor CAA	1483	Private offices (35 %) Work stations (40 %) Conference rooms 1 Electrical closet 1 Tel/Comm closet 2 Mechanical rooms Hallways (12 %)	Y
	2 nd Floor CAA	1361	Private offices (30 %) Work stations (45 %) Conference rooms 1 Electrical closet 1 Tel/Comm closet 2 Mechanical rooms Hallways (12 %)	Y
	3 rd Floor CAA	308	Private offices (60 %) Work stations (15 %) Conference rooms 1 Electrical closet 1 Tel/Comm closet 1 Mechanical rooms 1 restroom 1 kitchenette Hallways (22 %) Terrace	Y
	1 st Floor	2985	Private offices (30 %) Work stations (30 %) Conference rooms 2 Electrical closet 2 Tel/Comm closet 2 Mechanical rooms 5 Restrooms (1 Med) 1 Med Unit + Lab 3 Elevators Cafeteria + outdoor eating area (16 %) Hallways (18 %)	N

	2 nd Floor	2418	Private offices (25 %) Work stations (45 %) Conference rooms 2 Electrical closet 2 Tel/Comm closet 2 Mechanical rooms 4 Restrooms Hallways (14 %)	N
Line Item	Location	Estimated Area (m2)	Description	Escort
2	NOX Building	5225	6 NOX (6:00-15:00)	
	1st Floor	1750	Private offices (30 %) Work stations (45 %) Conference rooms 2 Electrical closet 2 Tel/Comm closet 3 Restrooms 2 Elevators Hallways (18 %)	N
	2 nd Floor	1750	Private offices (30 %) Work stations (55 %) Conference rooms 1 Electrical closet 1 Tel/Comm closet 2 Restrooms Hallways (12 %)	N
	3 rd Floor	1725	Private offices (25 %) Work stations (60 %) Conference rooms 1 Electrical closet 1 Tel/Comm closet 2 Restrooms Hallways (12 %)	N
3	Main Entrance + Visa Patio	2500	1 (6:00-15:00)	
	Exterior Buildings & Visa patio	2500	Main Entrance + office space (5 %) Wellness center (3 %) Public restrooms (3%) Patio (88 %)	N
4	Grounds + Service Entrance	60000	1 (6:00-15:00)	
	Interior and exterior grounds, courtyards, parking lots and exterior buildings	60000	Parking lots, grounds, walkways (98 %) Service Entrance (0.02 %) Generator Building (0.05 %) MSGQ Gym (0.02 %) 1 Tennis court 1 Basketball court 1 Mail Container	N

5	GYM / MilGP Building	1250	1 (6:00-15:00) + 1 (6:00 – 17:00 M-T + 6:00 – 15:00 F)	
	Mil-Gp	745	Private offices (20 %) Work stations (55 %) Break room 1 Electrical closet 1 Tel/Comm closet 2 Restrooms Hallways (12 %)	N
	Gym	505	Equipment area + exercise rooms (80 %) Restrooms + lockers (12 %)	N
Line Item	Location	Estimated Area (m2)	Description	Escort
6	Services Building	2200	3 (6:00-15:00)	
	Various Agencies	2200	Private offices Work stations Break room 1 Electrical closet 1 Tel/Comm closet 2 Restrooms Commissary Travel Agency Mail room Hallways (12 %)	N
7	FAC Building	805	1 (6:00 – 17:00 M-T + 6:00 – 15:00 F)	
	FAC Building	530	Private offices Work stations Conference room 1 Electrical closet Restrooms	N
	Shops	275	Workshops Carpentry Restrooms Locker area Earing area + kitchenette	N
8	Warehouses	4350	2 (6:00-15:00)	
	Compound Warehouse	2000	Warehouse storage system + mezzanine Individual cages Work stations Restrooms	N
	Exterior Warehouse	2350	Warehouse storage system + mezzanine (65%) Office space (18%) Parking area (20%) Restrooms	N

Grand Total of All Building Areas (m2):	25885
Grand Total of All Exterior Areas (m2):	59000

OTHER BUILDINGS

1	INL	1475	1 (3 days – 8:00 Hrs/day: 24 Hrs/week)	
	Guaymaral PNC Base	1475	Hangar Office + 13 work stations Restrooms (two bathrooms) Conference warehouse (14 m2)	N

Grand Total of All Building Areas (m2):	
	1475

PERSONNEL

4.1 General. The contractor shall be responsible for employing qualified personnel with relevant experience to perform professional-cleaning services as described under this contract. The Contractor shall maintain discipline at the site and shall take all reasonable precautions to prevent any unlawful, riotous or disorderly conduct by Contractor employees at the site. The Contractor shall preserve peace and protect persons and property on site. The Government reserves the right to direct the Contractor to remove an employee from the worksite for failure to comply with the standards of conduct. The Contractor shall immediately replace such an employee to maintain continuity of services at no additional costs to the Government.

4.2 Standard of Conduct.

Uniforms and Personal Equipment. The Contractor's employees shall wear clean, neat and complete uniforms when on duty. All employees shall wear uniforms approved by the Contracting Officer's Representative (COR). Uniform policy must comply with local labor law and regulations and shall include rubber boots and waterproof jacket in accordance with the local weather conditions.

4.2.3 Neglect of duties shall not be condoned. The Contractor shall enforce no sleeping while on duty, unreasonable delays or failures to carry out assigned tasks, conducting personal affairs during duty hours and refusing to render assistance or cooperate in upholding the integrity of the worksite security.

4.2.4 Disorderly conduct, use of abusive or offensive language, quarreling, intimidation by words, actions, or fighting shall not be condoned. Also included is participation in disruptive activities, which interfere with normal and efficient Government operations.

4.2.5 Intoxicants and Narcotics. The Contractor shall not allow its employees while on duty to possess, sell, consume, or be under the influence of intoxicants, drugs or substances that produce similar effects.

4.2.6. Criminal Actions. Contractor employees may be subject to criminal actions as allowed by law in certain circumstances. These include but are not limited to the following actions:

falsification or unlawful concealment, removal, mutilation, or destruction of any official documents or records or concealment of material facts by willful omission from official documents or records;
 unauthorized use of Government property, theft, vandalism, or immoral conduct;
 unethical or improper use of official authority or credentials;
 security violations; or,
 organizing or participating in gambling in any form

4.2.7 Key Control. The Contractor shall receive, secure, issue and account for any keys issued for access to buildings, offices, equipment, gates, etc., for the purposes of this contract. The Contractor shall not duplicate keys without the COR's approval. Where it is determined that the Contractor or its agents have duplicated a key without permission of the COR, the Contractor shall remove the individual(s) responsible from this contract. If the Contractor has lost any such keys, the Contractor shall immediately notify the COR. In either event, the Contractor shall reimburse the Government for the cost of rekeying that portion of the system.

4.3. *Notice to the Government of Labor Disputes*

The Contractor shall inform the COR of any actual or potential labor dispute that is delaying or threatening to delay the timely performance of this contract.

4.4. **Personnel Security**

4.4.1 After award of the contract, the Contractor shall provide the following list of data on each employee who will be working under the contract. The Contractor shall include a list of workers and supervisors assigned to this project. The Government will run background checks on these individuals. It is anticipated that security checks will take **Thirty (30)** days to perform.

The Regional Security Office will issue every employee assigned to the contract a badge, once a name check has been completed. The name check study is valid for a period of five years.

The following documents are needed for a security certification:

- *Formato de Embajada Americana para hoja de vida, completamente diligenciado, firmado y con fecha: Descargar siguiendo instrucciones, en la página web: <http://spanish.bogota.usembassy.gov/rhdfse.html>*
- *Cuestionario para Certificación de seguridad completamente diligenciado, firmado y con foto a color reciente:
Referirse a la página de Intranet Embajada Americana → Bogotá Sections → Regional Security → Forms → Cuestionario para Certificación de Seguridad.*
- *Fotocopia Registro Civil de Nacimiento.*
- *Certificado Antecedentes Judiciales vigente:
Seguir instrucciones en la página web www.policia.gov.co*
- *Fotocopia documento de identidad/Cédula.*
- *Fotocopia de la libreta militar.*
- *Extracto Hoja de Vida de Servicios COMPLETA no resumida:
Aplica SOLAMENTE para quienes hayan sido o son miembros de las Fuerzas Militares, Policía, DAS y/o CTI.*
- *Fotocopia de la Licencia de Conducción, si la tiene.*
- *Certificado de Antecedentes Procuraduría: Para obtener instrucciones, referirse a la página web <https://siri.procuraduria.gov.co/webciddno/Generar.aspx> Updated on January 2016*
- *Certificado de tradición y libertad de bienes inmuebles reciente (expedido hace menos de 6 meses):
Para obtener instrucciones de solicitud, referirse al link: <http://www.snrbotondelpago.gov.co:8080/PORTAL/faces/jsp/politicas.jsp> ó solicitar mayor información en el teléfono 284-8884.*
- *Fotocopia de la tarjeta de propiedad, de vehículos que estén a su nombre y/o conyugue.*
- *Fotocopia legible de los documentos de identidad de las personas mayores de edad QUE HABITAN CON USTED.*
- *Fotocopia de las páginas utilizadas del pasaporte (ÚNICAMENTE si lo tiene o ha tenido, no debe solicitar el pasaporte si no lo tiene.*
- *Certificado de DATACRÉDITO:
OPCION 1 - SOLICITUD FISICA: Pedir cita en la página www.datacredito.com.co y luego acercarse a las oficinas de la Carrera 38 No.97-76 Local 215-216 con carta de solicitud de su historial crediticio - Centro Comercial ISERRA 100, Barrio La Castellana. Si se encuentra reportado, traer paz y salvo o acuerdo de pago con la entidad que lo reporta. Tel. 594-1194.
OPCION 2 – INTERNET: Para obtener instrucciones, referirse a la página web www.datacredito.com.co. Imprimir DETALLES tanto de las obligaciones vigentes como las obligaciones cerradas, la impresión debe ser a color y venir con su nombre completo.*
- *Certificado de movimientos migratorios, APLICA PARA TODOS, así no se hayan realizado viajes al exterior:
Para obtener instrucciones, referirse a la página web www.migracioncolombia.gov.co → Trámites al ciudadano → Certificado de movimientos migratorios. ENTREGAR SOBRE SELLADO A LA OFICINA DE SEGURIDAD.*
- *Historial de pensiones:
Referirse a los fondos de pensiones en donde ha realizado sus aportes durante su vida laboral (historial completo de aportes obligatorios a pensiones).*

CERTIFICACIONES DE AFILIACIÓN NI EXTRACTOS SON ACEPTADOS.

- *Fotocopias de Diplomas y/o de actas de Grado: Relacionados con estudios de educación formal y recibidos para títulos de bachiller, universitarios y posgrados. NO ADJUNTAR CERTIFICADOS DE EDUCACIÓN NO FORMAL.*
- *Fotocopia de los últimos 3 extractos bancarios de cada tarjeta de crédito, préstamo y cuenta bancaria a su nombre.*

Recertification (every five years):

- *Formato de Embajada Americana para hoja de vida, completamente diligenciado, firmado y con fecha: Descargar siguiendo instrucciones, en la página web: <http://spanish.bogota.usembassy.gov/rhdfse.html>*
- *Cuestionario para Certificación de seguridad completamente diligenciado, firmado y con foto a color reciente:
Referirse a la página de Intranet Embajada Americana → Bogotá Sections → Regional Security → Forms → Cuestionario para Certificación de Seguridad.*
- *Certificado Antecedentes Judiciales vigente:
Seguir instrucciones en la página web www.policia.gov.co*
- *Fotocopia documento de identidad/Cédula.*
- *Fotocopia de la libreta militar.*
- *Extracto Hoja de Vida de Servicios COMPLETA no resumida:
Aplica SOLAMENTE para quienes hayan sido o son miembros de las Fuerzas Militares, Policía, DAS y/o CTI.*
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OPCION 1 - SOLICITUD FISICA: Pedir cita en la página www.datacredito.com.co y luego acercarse a las oficinas de la Carrera 38 No.97-76 Local 215-216 con carta de solicitud de su historial crediticio - Centro Comercial ISERRA 100, Barrio La Castellana. Si se encuentra reportado, traer paz y salvo o acuerdo de pago con la entidad que lo reporta. Tel. 594-1194.
OPCION 2 – INTERNET: Para obtener instrucciones, referirse a la página web www.datacredito.com.co. Imprimir DETALLES tanto de las obligaciones vigentes como las obligaciones cerradas, la impresión debe ser a color y venir con su nombre completo.*

- *Certificado de movimientos migratorios, APLICA PARA TODOS, así no se hayan realizado viajes al exterior:
Para obtener instrucciones, referirse a la página web www.migracioncolombia.gov.co → Trámites al ciudadano → Certificado de movimientos migratorios. ENTREGAR SOBRE SELLADO A LA OFICINA DE SEGURIDAD.*
- *Fotocopias de Diplomas y/o de actas de Grado: En caso de que haya habido cambios*
- *Fotocopia de los últimos 3 extractos bancarios de cada tarjeta de crédito, préstamo y cuenta bancaria a su nombre.*

Some of these documents may have a cost (for example *Certificado de movimientos migratorios*) that shall be included in the contract.

The American Embassy reserves the right to admit or deny the entrance to workers. The Government will reimburse to the contractor the cost of obtaining any certificate or document requested by the Regional Security Office for the security certification or recertification of their workers. The contractor shall submit copy of the payment and include this cost as a line item in the monthly invoice.

The Government shall issue identity cards to Contractor personnel, after they are approved. Contractor personnel shall display identity card(s) on the uniform at all times while providing services under this contract. These identity cards are the property of the US Government. The Contractor is responsible for their return at the end of the contract, when an employee leaves Contractor service, or at the request of the Government. The Government reserves the right to deny access to U.S.-owned and U.S.-operated facilities to any individual.

SAFETY AND PROTECTION FOR WORKING STAFF:

The contractor will comply with all applicable local government regulations concerning industrial safety for staff and workers, as well as for the public who directly or indirectly may be affected by the work, including, but not limited to: *Estándares Mínimos del Sistema de Gestión de Seguridad y Salud en el Trabajo para Empleadores y Contratantes (Resolución Número 1111 DE 2017)* and the *Reglamento Técnico para Trabajo en Alturas (Resolución Número 3673 de 2008)*.

The contractor will be responsible for all their staff working in the property, making sure safety standards are considered in all aspects, both for the employees as well as for the equipment used.

All workers will be provided with adequate personal protective equipment (PPE) according to the activity they perform, such as, masks, mouth filters, gloves, safety boots, ear protection devices, etc.

The contractor is required to inspect and maintain spare PPE in case of damage, deterioration or loss of the equipment.

The PPE used must meet the technical specifications required by Colombian regulation and international standards.

The contractor must provide data sheets of the Personal Protective Equipment.

At minimum, the following PPE shall be considered:

- Safety goggles and face shields (required when stripping floors – chemical use)

- Hearing Protection – Earplugs (floor polishers, floor treatment)
- Respiratory protection – N95 respiratory mask and half face piece respirator (required when stripping floors – chemical use)
- Hand protection – Chemical and abrasion resistant gloves

Foot protection – Non slip shoes

TRAINING

The contractor shall assure the staff is capable of performing and is trained periodically. At least once a month, the contractor shall organize trainings on relevant work related issues.

The following topics are suggested:

- Safe use of chemicals – cleaning products
- Personal Protective Equipment
- Proper use of signaling – wet floor signs
- Manual handling - lifting heavy loads
- Safe use of tools and equipment (vacuum cleaners, polishers, extension cords, brooms, mops, etc.)
- Teamwork
- Hazardous materials / hazardous waste
- Cleaning protocols and procedures
- Waste segregation and recycling
- Ergonomics
- Stress Management at work
- First Aid
- What to do in case of an emergency / work-related accidents
- Biosafety
- Customer service

WORKPLAN

- The Contractor shall develop a work plan for the workforce which shall be approved by the COR within 30 days after the contract award and prior to the commencement of work.

5.0. MATERIALS AND EQUIPMENT

The Contractor shall provide all necessary janitorial supplies and equipment, including mops, brooms, dust rags, detergents, cleaners, etc. to perform the work identified in this contract.

6.0. GOVERNMENT FURNISHED PROPERTY/EQUIPMENT

6.1 The Contractor has the option to reject any or all Government furnished property or items (see Attachment 1 - GOVERNMENT FURNISHED PROPERTY). However, if rejected, the Contractor shall provide all necessary property, equipment or items, adequate in quantity and suitable for the intended purpose, to perform all work and provide all services at no additional cost to the Government. All Government furnished property or items are provided in an "as is"

condition and shall be used only in connection with performance under this contract. The Contractor is responsible for the proper care, maintenance and use of Government property in its possession or control from time of receipt until properly relieved of responsibility in accordance with the terms of the contract. The Contractor shall pay all costs for repair or replacement of Government furnished property that is damaged or destroyed due to Contractor negligence.

6.2 The Contractor shall maintain written records of work performed, and report the need for major repair, replacement and other capital rehabilitation work for Government property in its control.

The Contractor shall physically inventory all Government property in its possession. Physical inventories consist of sighting, tagging or marking, describing, recording, reporting and reconciling the property with written records. The Contractor shall conduct these physical inventories periodically, as directed by the COR, and at termination or completion of the contract.

7. *INSURANCE*

Amount of Insurance. The Contractor is required to provide whatever insurance is legally necessary. The Contractor shall, at its own expense, provide and maintain during the entire performance period the following insurance amounts:

7.2 General Liability (includes premises/operations, collapse hazard, products, completed operations, contractual, independent contractors, broad form property damage, personal injury)

1. Bodily Injury stated in U.S. Dollars:

Per Occurrence	\$50,000.00
Cumulative	\$80,000.00

2. Property Damage stated in U.S. Dollars:

Per Occurrence	\$50,000.00
Cumulative	\$80,000.00

7.3 The types and amounts of insurance are the minimums required. The Contractor shall obtain any other types of insurance required by local law or that are ordinarily or customarily obtained in the location of the work. The limit of such insurance shall be as provided by law or sufficient to meet normal and customary claims.

For those Contractor employees assigned to this contract who are either United States citizens or direct hire in the United States or its possessions, the Contractor shall provide workers' compensation insurance in accordance with FAR 52.228-3.

The Contractor agrees that the Government shall not be responsible for personal injuries or for damages to:

any property of the Contractor,
its officers,
agents,
servants,

employees, or
any other person

arising from an incident to the Contractor's performance of this contract. The Contractor shall hold harmless and indemnify the Government from any and all claims arising, except in the instance of gross negligence on the part of the Government.

7.6 The Contractor shall obtain adequate insurance for damage to, or theft of, materials and equipment in insurance coverage for loose transit to the site or in storage on or off the site.

7.7 Government as Additional Insured. The general liability policy required of the Contractor shall name "the United States of America, acting by and through the Department of State", as an additional insured with respect to operations performed under this contract.

7.8 Time for Submission of Evidence of Insurance. The Contractor shall provide evidence of the insurance required under this contract within ten (10) calendar days after contract award. The Government may rescind or terminate the contract if the Contractor fails to timely submit insurance certificates identified above.

8.0. LAWS AND REGULATIONS

8.1 Without additional expense to the Government, the Contractor shall comply with all laws, codes, ordinances, and regulations required to perform this work. In the event of a conflict among the contract and requirements of local law, the Contractor shall promptly advise the Contracting Officer of the conflict and of the Contractor's proposed course of action for resolution by the Contracting Officer.

8.2 The Contractor shall comply with all local labor laws, regulations, customs and practices pertaining to labor, safety, and similar matters, to the extent that such compliance is not inconsistent with the requirements of this contract.

9.0. TRANSITION PLAN

Within ***Fifteen (15)*** days after contract award, the Contracting Officer may request that the Contractor develop a plan for preparing the Contractor to assume all responsibilities for janitorial services. The plan shall establish the projected period for completion of all clearances of Contractor personnel, and the projected start date for performance of all services required under this contract. The plan shall assign priority to the selection of all supervisors to be used under the contract.

10. DELIVERABLES

The following items shall be delivered under this contract:

Description	Quantity	Delivery To	Date
1.1 General Instructions	1	COR	30 days after award
1.2.3 Schedules	1	COR	Weekly

4.4.1 List of Personnel	1	COR	10 days after award
7. Evidence of Insurance	1	COR	10 days after award
8. Licenses and Permits	1	COR	Date of award
9. Transition Plan	1	COR	<i>15 days after award</i>

11. QUALITY ASSURANCE AND SURVEILLANCE PLAN (QASP)

This plan provides an effective method to promote satisfactory contractor performance. The QASP provides a method for the Contracting Officer's Representative (COR) to monitor Contractor performance, advise the Contractor of unsatisfactory performance, and notify the Contracting Officer of continued unsatisfactory performance. The Contractor, not the Government, is responsible for management and quality control to meet the terms of the contract. The role of the Government is to monitor quality to ensure that contract standards are achieved.

Performance Objective	PWS Para	Performance Metric
Performs janitorial and cleaning services in accordance with schedule approved by the COR for routine, periodic, semi-annual, and annual schedules		Scheduled services are performed at the intervals approved by the COR. Daily, Monthly, Semi-annual, and Annual task logs are completed and provided to the COR within 7 working days of completion of the services
Provides biographical data for required security clearances for work force assigned to the contract		Biographical data is submitted, at least, 30 days in advance of the start date for any new employee assigned to the contract.
Prepares monthly reports with at least the following information: weekly inspections, log of cleaning supplies used by the workforce, trainings, sick leave, absences, vacations, etc., accidents.		Monthly report is submitted to the COR within the first 10 calendar days of the month.
Prepares an annual report of performance under the contract to include, but not limited to: number of employees, number of work hours, any performance issues, amount of cleaning supplies used during the contract year, and		Annual report is submitted to the COR within the first 30 calendar days of a new contract option year.

government certifications, in accordance with the laws of the Government of Colombia		
Participates in quarterly meetings with the COR to discuss contract performance and any modifications necessary to the performance schedule		Initiates meetings with the COR to include the on-site supervisor to assess contract performance at the end of each quarter of the contract
No more than 3 complaints regarding performance in a quarter.		Responds to complaints, in writing, with proposed corrective action plan to be approved by the COR
Assigns and maintains an appropriate number of laborers on the contract to meet performance standards.		Replaces departing or terminated staff within 5 working days. Maintains sufficient auxiliary staff with the required security clearance to ensure full performance level as well as provide staff for Temporary Additional Services.
Addresses performance and conduct issues involving contract staff		Initiates corrective/disciplinary action to address employee performance and conduct issues in a reasonable timeframe, as prescribed by the COR or the Regional Security Office
Complies with recycling practices when performing services		
Implements contract cost-saving measures to reduce the cost of cleaning supplies		Provides a plan of action to the COR at the on-site of the Base Year and each option year to reduce the quantity of cleaning supplies required

11.1 **SURVEILLANCE.** The COR will receive and document all complaints from Government personnel regarding the services provided. If appropriate, the COR will send the complaints to the Contractor for corrective action.

11.2 **STANDARD.** The performance standard is that the Government receives no more than one (1) customer complaint per month. The COR shall notify the Contracting Officer of the complaints so that the Contracting Officer may take appropriate action to enforce the inspection clause (FAR 52.212-4, Contract Terms and Conditions-Commercial Items), if any of the services exceed the standard.

11.3 **PROCEDURES.**

(a) If any Government personnel observe unacceptable services, either incomplete work or required services not being performed they should immediately contact the COR.

- (b) The COR will complete appropriate documentation to record the complaint.
- (c) If the COR determines the complaint is invalid, the COR will advise the complainant. The COR will retain the annotated copy of the written complaint for his/her files.
- (d) If the COR determines the complaint is valid, the COR will inform the Contractor and give the Contractor additional time to correct the defect, if additional time is available. The COR shall determine how much time is reasonable.
- (e) The COR shall, as a minimum, orally notify the Contractor of any valid complaints.
- (f) If the Contractor disagrees with the complaint after investigation of the site and challenges the validity of the complaint, the Contractor will notify the COR. The COR will review the matter to determine the validity of the complaint.
- (g) The COR will consider complaints as resolved unless notified otherwise by the complainant.
- (h) Repeat customer complaints are not permitted for any services. If a repeat customer complaint is received for the same deficiency during the service period, the COR will contact the Contracting Officer for appropriate action under the Inspection clause.

ATTACHMENT 1
DESCRIPTION/SPECIFICATIONS/PERFORMANCE WORK STATEMENT GOVERNMENT
FURNISHED PROPERTY

The Government shall make the following property available to the Contractor as "Government furnished property" under the contract:

Descr	Long Description	Tag Number	Serial No.	Manufacturer	Model
VACUUM CLEANER		512352	1		4Z663E
POLISHER, FLOOR		022346	963266271	LUX DE COLOMBIA	KF-175A
POLISHER, FLOOR		507936	BFR201151861	MINUTEMAN	
POLISHER, FLOOR		920918		CLARKE	CFP2000
VACUUM CLEANER		515752		DAYTON	4TB83
VACUUM CLEANER		515753		DAYTON	4TB83
VACUUM CLEANER		515935	42820	IPC EAGLE	S6429P
VACUUM CLEANER		515936	42824	IPC EAGLE	S6429P
VACUUM CLEANER		515939	42829	IPC EAGLE	S6429P
VACUUM CLEANER		AN1534P		DAYTON	4TB83
POLISHER, FLOOR	POLISHER CN-BRILLADO-17	AN0994J	E054		17"175RPM/MW17-HD
POLISHER, FLOOR	POLISHER CN-BRILLADO-17	AN0994K			17"175RPM/MW17-HD
POLISHER, FLOOR	Polisher/Maquina brilladora	AN0984S	D952		17" 175RPM/MW17-HD
VACUUM CLEANER		AN1492R		AMERICAN DEVICE MFG CO	
VACUUM CLEANER		AN1492S		AMERICAN DEVICE MFG CO	
VACUUM CLEANER		AN1492T		AMERICAN DEVICE MFG CO	
POLISHER, FLOOR		AN1459K	BFR201151806	MINUTEMAN	
POLISHER, FLOOR	CIARKE	AN1460A		CLARKE	BF501
VACUUM CLEANER	DAYTON	AN1459J		DAYTON	4TB83
VACUUM CLEANER	INDUSTRIAL VACUUM CLEANER	AN0798T	8042347	ELECTROLUX	UZ-865